

CHILD SUPPORT AGENT II

General Definition of Work:

Performs intermediate paraprofessional work involving the initiation, preparation and organization, and enforcement of child support orders in a child support enforcement program. Work in this class is distinguished from the Agent I by the in-depth investigation and preparation of cases for court, the enforcement of court support orders, and variables affecting a case and the independent role in presenting cases (with the attorney) in the courtroom. Work is circumscribed by a variety of federal, state and county court decisions, laws, policies, regulations and procedures. Work is reviewed through productivity reports, observation, and periodic conferences. Work is performed under regular supervision.

Essential Functions/Typical Tasks:

Interviewing custodial parent or caretaker, to explain the program and to obtain data regarding the non-custodial parent; locating the non-custodial parent; establishing voluntary and involuntary paternity and/or support obligations through the court system; enforcing court orders; gathering information and evidence; entering and maintaining case data in the appropriate county and state systems; monitoring court-ordered payments; determining and taking action when the non-custodial parent is in arrearages; maintaining records, files, and confidentiality.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Investigates and prepares cases (for the attorney) and determines the course of action.
- Assists the attorney in the courtroom in presenting the case and reviewing evidence.
- Negotiates agreement with the **non-custodial** parent.
- Testifies in court as required.
- Receives and responds to incoming calls for child support services regarding new or established cases.
- Verifies information regarding absent parents through telephone calls and correspondence with local government representatives, employers, attorneys, neighbors and other similar contacts.
- Explains program requirements and options and advise or refer client to other programs or services as appropriate.
- Informs custodial parent or caretaker of rights and obligations as prescribed by program policies.
- Operates computer terminal entering and retrieving data from the appropriate state and county systems.
- Documents electronic case record.
- Participates in ongoing training as required.
- Performs related tasks as required to potentially include but not limited to emergency shelter operations.

Knowledge, Skills and Abilities:

Thorough knowledge of applicable legal procedures and the child support enforcement program. Knowledge of and ability to read, analyze, interpret and apply federal, state, and County program rules, regulations and procedures; of investigating cases. General knowledge of agency and community programs and services. Working knowledge of standard office procedures, practices and equipment. Skill to use a variety of office machines, computers, applicable software and typing. Ability to interview clients, absent parents and related sources, and to investigate cases; to organize, analyze, and summarize case information; basic math skills; to establish and maintain effective working relationships with clients and absent parents, location resources, offices of the Clerk of Court, Magistrates, District Attorney, Sheriff, other court officials, and private attorneys; to understand and follow oral and written directions; to establish and follow detailed work procedures; to prioritize work; to prepare and maintain accurate records and reports; to communicate effectively orally and in writing with persons of varied social, economic, cultural and educational backgrounds; to maintain composure, keeping emotions in check, even in difficult situations; and to attend work regularly.

Education and Experience:

Requires a bachelor's degree from an appropriately accredited college and six months experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed to perform the work; or associate degree from an appropriately accredited college in business administration, human resources, law enforcement or closely related degree and two year of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed to perform the work; or graduation from high school and three

years of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed to perform the work. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects and requires some medium work involving the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects ; work requires stooping, reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to contact with irate clients and absent parents, some who are potentially dangerous; the worker is not subject to adverse environmental conditions.

Special Requirements:

Possession of an appropriate driver's license valid in the State of North Carolina. Position may occasionally require working before/after normal business hours to meet the needs of families/customers.

HR 7/1/2013